NORTEL NETWORKS

Enterprise Edge 2.0 Attendant Console Set Up and Operation Guide

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About Enterprise Edge Attendant Console 1

Enterprise Edge Attendant Console is an application that provides centralized call management and call activity reporting to a business. It runs on one or more Pentium® class personal computers (PCs).

With Enterprise Edge Attendant Console, a telephone attendant uses a graphical user interface. You can customize the way Enterprise Edge Attendant Console is set up to best suit your company's call management requirements. The attendant uses the interface to:

- originate calls
- answer and manage multiple calls
- view a company's name before answering a call
- record, add and change caller information for future use
- quickly access information about a caller
- transfer calls to employees or their voice message mailbox
- send the caller's name to the employee's Enterprise Edge telephone display
- park calls and page employees
- view information in a Directory about your company's employees such as their extension number, person status and telephone status
- create and print reports showing how incoming calls are handled
- view the status of extensions in the company's Enterprise Edge server

For information about using these features, refer to the *Enterprise Edge 2.0 Attendant Console User Guide*.

About this guide

This document describes how to install and set up an Enterprise Edge Attendant Console system for use in your company.

The instructions in this guide are designed for experienced PC users who are familiar with client/server software installations, Enterprise Edge technology and Local Area Network (LAN) technology.

If you encounter problems or require definitions of error messages during installation, refer to Troubleshooting on page 35.

Conventions

The term LAN refers to a Local Area Network that supports TCP/IP.

Reference documents

You may need to refer to the following documentation:

- the *Enterprise Edge 2.0 Programming Operations Guide* and the *Enterprise Edge 2.0 Server Installation Guide* that comes with your Enterprise Edge server
- the Enterprise Edge Voice Messaging installation and set up documentation that comes with your Enterprise Edge product package
- the *Enterprise Edge 2.0 Attendant Console User Guide*

Preparing for installation 2

Before you install Enterprise Edge Attendant Console:

- read the section How Enterprise Edge Attendant Console works on page 7.
- read the section Company model on page 8.
- review the requirements in Requirements for Enterprise Edge Attendant Console on page 8.
- make sure your Enterprise Edge telephone system is installed properly and is functioning correctly. Refer to Preparing the PC environment on page 11.

After you complete these steps, read Installing Enterprise Edge Attendant Console on page 15 before you proceed.

How Enterprise Edge Attendant Console works

Enterprise Edge Attendant Console is a client/server software system consisting of three components:

- Server component
- Client component
- Reports component

Server component

The Server component supports the Client component running on PCs connected through a Transmission Control Protocol/Internet Protocol (TCP/IP) based LAN.

The Server component also uses this interface to request Enterprise Edge server call processing features.

The Server component communicates with the Client components using TCP/IP to pass information about call arrival, telephone status and the database to the Client components as required. The Server component also handles Client component requests for Enterprise Edge server operations.

The Server component maintains and collects call-processing information in a database. The Server component uses the information in the database for call handling. The Server component also maintains call detail information for reporting purposes.

Client component

The Client component controls the Enterprise Edge Attendant Console graphical user interface. The Client component communicates with the Server component using TCP/IP to perform call handling on the Enterprise Edge server and to access and manage the server database.

The Client component enhances the telephone attendant's productivity and responsiveness by displaying:

- incoming call information
- Enterprise Edge telephone status
- directory information
- call disposition requests

Note: The Client component must be installed on all attendants' PCs.

Reports component

The Reports component lets you view and print the information in the call processing database that is maintained by the Server component. The Reports component is installed automatically with the Client component. The Reports component accesses the server database using TCP/IP.

Company model

You can set up an Enterprise Edge Attendant Console system with a networked model. In a networked model, one or more attendants manage the calls for a company with their PCs connected through a network to the Server component.

To set up more than one attendant to manage a company's calls, you can connect the Server component to additional PCs through a LAN. The Client component can be installed on LAN-attached PCs. A Client component license is required for each additional copy of the Client component.

Requirements for Enterprise Edge Attendant Console

Install the Reports component on the same PC as the Client component.

Before you install Enterprise Edge Attendant Console, check that your equipment meets:

- Enterprise Edge telephone system requirements
- PC system requirements for installing the Client component on a client PC

Enterprise Edge telephone system requirements

Enterprise Edge Attendant Console operates with the Enterprise Edge server.

The Enterprise Edge server must be equipped with trunk modules capable of receiving Caller ID information. You must also subscribe to Caller ID through the local telephone company.

Make sure that each attendant has an Enterprise Edge two line display telephone and a headset.

The Enterprise Edge Attendant Console Client component can monitor the following telephones:

- Enterprise Edge two line display
- Enterprise Edge one line display
- 2500 - type (industry standard)
- Enterprise Edge Companion wireless

Enterprise Edge Attendant Console supports Visual Call Announcing and Control on Enterprise Edge two line display telephones.

PC system requirements for installing the Client component on a client PC

To install the Client component on a PC, you require the following PC hardware and software:

Minimum hardware requirements:

- Pentium-based PC
- 32 MB of memory or greater
- 10 MB available disk space (total disk space required for either the stand-alone model or networked model.)

  Note: Additional disk space may be required for the server database. The required size of the server database depends on the call volume and the frequency of call record deletion.
- Local Area Network connection for client software installation
- SVGA monitor with a minimum resolution of 800 x 600 and .28 dot pitch or smaller
- keyboard and mouse supported by Windows
- printer supported by Windows (optional, for report printing)
- PCI - bus Network Interface Adapter, 10/100 MB Ethernet

  Note: Excludes NE2000-Class cards

Software requirements:

- Windows 95®, Windows 98® or Windows NT® 4.0 Operating System

Preparing the PC environment 3

To prepare the PC environment:

- ensure the LAN is installed and functioning properly. Consult your network administrator for assistance if necessary.

Enterprise Edge Attendant Console uses TCP/IP to communicate between the Server component and the Client component. TCP/IP must be installed on every PC that runs Enterprise Edge Attendant Console. Follow the steps in Windows networking for an attendant.

Windows networking for an attendant

Enterprise Edge Attendant Console uses TCP/IP to communicate between the Enterprise Edge server and the Client component. This means that you need the Windows Network component for all Enterprise Edge Attendant Console PCs.

The Enterprise Edge Attendant Console installation process does not install the Windows Network component. For instructions on installing the Windows Networking component, refer to your network or Windows documentation.

Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

To check that the Windows system is correctly set up before you install the Enterprise Edge Attendant Console Client component:

1. Start Windows on the attendant PC.

2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.

3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.

4. Check that TCP/IP is on the list of installed network components. If not, click the **Add** button to install TCP/IP using the Windows installation procedures.

5. Double-click **TCP/IP**.
   For attendant PCs, check with your network administrator that the IP Address option is consistent with other PCs on the network. Usually the Obtain an IP address automatically option is selected.

6. Install any components that are not present from the Windows installation package or consult your network administrator for assistance. After you make sure these items are installed, close the windows.

Checking the network components before installation

Before you install Enterprise Edge Service over the network, check that the required network components are installed on the attendant PC.

Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

To check for required network components on the attendant PC:

1. Start Windows on the PC.

2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.

3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.

4. Click the **File and Print Sharing** button.
   The File and Print Sharing dialog box appears.

5. Select both the options in the File and Print Sharing dialog box.

6. Click the **OK** button.
   The File and Print Sharing dialog box closes.

7. Click the **OK** button on the Network window.

Windows networking for reports

When Enterprise Edge Attendant Console processes incoming calls, it stores information about each call in a database on the Enterprise Edge server. The Reports component uses this database to prepare call reports. If the Reports component is executed on a PC, you must first locate the server database from the PC running the reports. Refer to Configuring the Reports component on page 29.

To support operation of the Reports component on a networked attendant PC:

- Check that the File and Print Sharing component is present and enabled. For more information see Checking the network components before installation on page 12.

In order for the Enterprise Edge Attendant Console Clients to access the database, you must enable sharing for the database. The path where the database is located is:

D:\Data Files\NortelNetworks\Attendant Console\consoleservice.mdb

Note: D: indicates the drive letter, which can vary according to the computer.

WARNING

The database can contain sensitive information. Make the database available only to users who are Enterprise Edge Attendant Console Clients.

Virtual network computing (VNC)

VNC is an application that you can use to remotely access the Enterprise Edge server. To use VNC, you need a web browser on your PC.

Web browser requirements

To use VNC to access the Enterprise Edge server, your computer must have:

- one of the following operating systems
  - Windows NT 4.0
  - Windows 95
  - Windows 98
- Java Virtual Machine (JVM) version 5.0 (build 5.0.0.3188 or greater)
- one of the following web browsers
  - Netscape Communicator 4.5 or greater
  - Microsoft Internet Explorer 4.0 or greater

If you are using Netscape Communicator, you must set the following preferences:

- Advanced - Enable Java: On
- Cache - Cached document comparison: Every Time

If you are using Microsoft Internet Explorer, you must set the following Internet options:

- General - Check for new versions: Every visit
- Advanced - Java JIT compiler enabled: On

Using VNC

To use VNC:

1. Open a web browser on a computer with a LAN connection to the Enterprise Edge system.

2. In the **Address** bar, type the IP address of the Enterprise Edge server and the port number for WinVNC. The port number for WinVNC is 5800.
   For example: **http://10.10.10.1:5800**.
   The VNC Authentication screen appears.

3. In the **Password** box type **VNC/TeirGR8**

4. Click the **OK** button.
   The Enterprise Edge desktop appears.

   Note: You cannot use a proxy to access the Enterprise Edge system.

Quitting VNC

1. Click the **Disconnect** button.

2. Close your web browser.

Installing Enterprise Edge Attendant Console 4

To install Enterprise Edge Attendant Console, complete each of the following steps in order. Each step is described in this guide.

1. Ensure you have all the contents of the Enterprise Edge Attendant Console package.

2. Ensure all telephone system, PC and network requirements are met. Refer to Preparing the PC environment on page 11.

3. Install the Client component by following the procedures in Installing the Enterprise Edge Attendant Console Client component on page 15.

If you encounter error messages during the installation process, refer to Troubleshooting on page 35.

Installing the Enterprise Edge Attendant Console Client component

On the attendant PCs, install the Enterprise Edge Attendant Console Client software. To install the Client software on an attendant PC:

1. Quit any Windows-based programs that are running.

2. On the taskbar, click the **Start** button, point to **Find** and then click **Computer**. The Find: Computer dialog box appears.

3. In the **Named** list box, type the name of the Enterprise Edge server or select the Enterprise Edge server from the list. If you do not know the name, ask your Installer or Administrator.

4. Click the **Find Now** button.
   The icon of the computer appears in the list below.

5. Double-click the computer icon.
   The computer's window opens.

6. Double-click the **NortelDT** folder.

7. Double-click the **Attendant Console** folder.

8. Double-click the **Setup.exe** file.
   The Enterprise Edge Attendant Console Installation dialog box appears.

9. Click the button labeled with the language you want to use.
   The Enterprise Edge Attendant Console Welcome dialog box appears.

10. Click the **Next** button.
    The License Agreement dialog box appears.

11. Read the License Agreement. If you accept the agreement, click the **Yes** button. If you do not accept the License Agreement click the **No** button to cancel the installation. The following steps assume you click the Yes button.
    The Choose Destination Location dialog box appears.

12. Click the **Next** button to accept the default location. To change the directory location, click the **Browse** button, choose another directory location and then click the **Next** button.
    The Select Program Folder dialog box appears.

13. Click the **Next** button to accept the default Program Folder name: Nortel Networks. To change the folder name, click the name you chose in the **Existing Folders** list box or type a different name in the **Program Folders** box.

14. Click the **Next** button.
    As installation proceeds, messages appear that indicate the progress of the installation. The Setup Complete dialog box appears with the option “Yes, I want to restart my computer now.” selected.

15. Click the **Finish** button.
    Your computer restarts.

    For Software Keycode information, refer to the *Enterprise Edge Software Keycode Installation Guide.*

Configuring Enterprise Edge Attendant Console 5

After you install Enterprise Edge Attendant Console, you must configure its components. To configure Enterprise Edge Attendant Console, you must:

- configure the Server component
- configure the Client component
- configure the Reports component

Configuring the Server component

To configure the Server component:

1. Start your Internet browser.

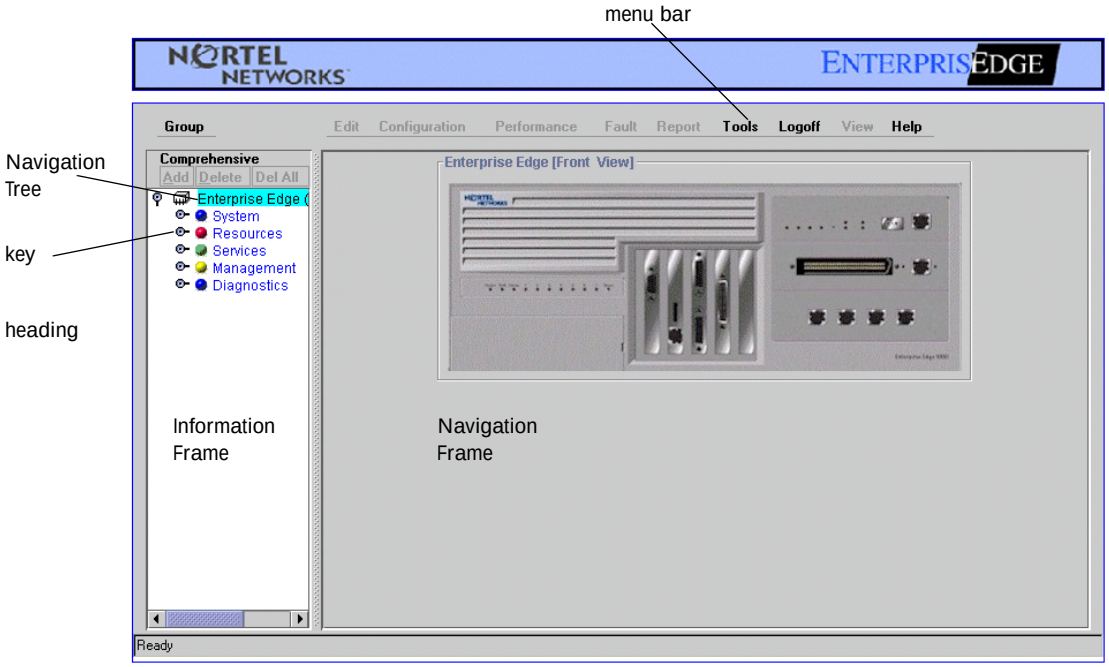
2. In the **Address** bar, type the IP address of the Enterprise Edge server and the port number 6800.
   For example: **10.1.1.1:6800**
   If you don't know the IP address consult your Installer or Administrator.
   The Enterprise Edge Unified Manager Configure screen appears.

3. Click the **Configure** button.
   The Enterprise Edge Login screen appears.

4. In the **Login** box type **supervisor**.

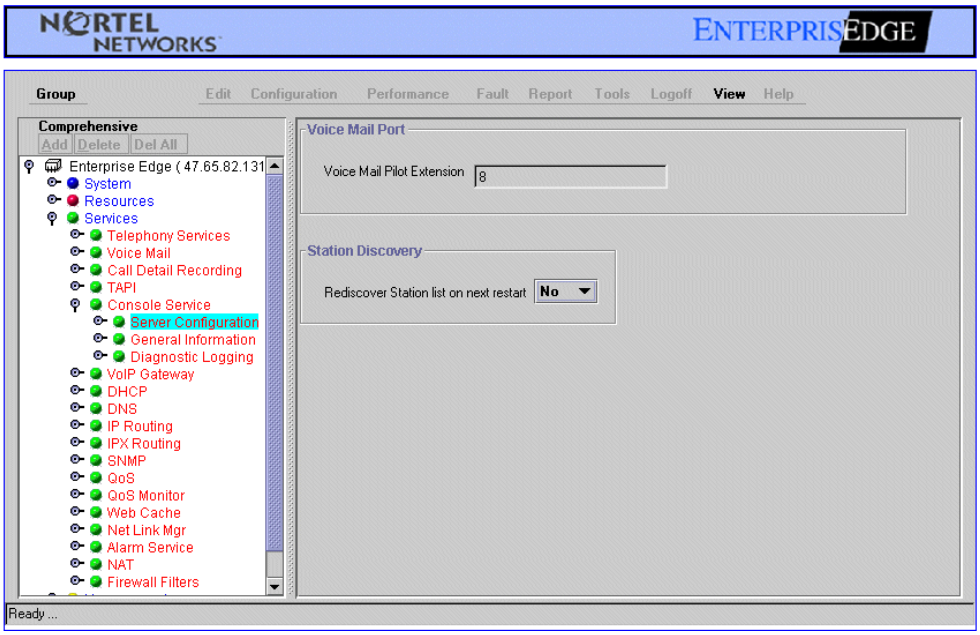
5. In the **Password** box type **visor**.

6. Click the **Connect** button.
   The Enterprise Edge Unified Manager screen appears.
   Components of the Enterprise Edge Unified Manager screen on page 18 shows the components of the Enterprise Edge Unified Manager screen.



Components of the Enterprise Edge Unified Manager screen

7. On the **Navigation Tree** click the **Services** key, click the **Console Service** key and then click the **Server Configuration** heading.
   The Server Configuration screen appears.



8. In the **Voice Mail Pilot Extension** box type the extension number for Enterprise Edge Voice Messaging.
   To determine the Enterprise Edge Voice Messaging extension number, press Feature 9 8 5 on a telephone that is connected to the system. The Enterprise Edge Message extension number appears on the telephone's LCD display.

9. In the **Station Discovery** option, the default setting for **Rediscover on next restart** is No. Do not change the setting to Yes unless you have made significant changes to your phone system.

10. On the **Navigation Tree** click the **Enterprise Edge** heading.
    The Enterprise Edge Unified Manager screen appears.

11. On the **Logoff** menu click **Logoff**.
    A message appears that asks you to confirm your request to log off.

12. Click the **Yes** button.
    A message appears that asks you to close the browser window after you log off.

13. Click the **OK** button.

Setting Logging options

Do not set the Logging options unless you are having problems with your system and you want to analyze them. If you enable Logging, you can examine the log for information about system problems.

To enable logging:

1. Start your Internet browser.

2. In the **Address** bar, type the IP address of the Enterprise Edge server and the port number 6800.
   For example: **10.1.1.1:6800**
   If you don't know the IP address consult your Installer or Administrator.
   The Enterprise Edge Unified Manager Configure screen appears.

3. Click the **Configure** button.
   The Enterprise Edge Login screen appears.

4. In the **Login** box type **supervisor**.

5. In the **Password** box type **visor**.

6. Click the **Connect** button.
   The Enterprise Edge Unified Manager screen appears.
   Components of the Enterprise Edge Unified Manager screen on page 18 shows the components of the Enterprise Edge Unified Manager screen.

7. On the **Navigation Tree** click the **Services** key, click the **Console Service** key and then click the **Diagnostic Logging** heading.
   The Diagnostic Logging screen appears.

8. In the **Log Detail Level** box type a number between 0 to 60.
   This number represents the level of detail you want to log.

9. Set **Log To file** to **Yes** to save the log to a file.

10. Set **Log CP events** to **Yes** to log Computer Telephony Engine events.

11. Set **Log Device events** to **Yes** to log phone events such as off-hook, on-hook and Call Forward.

12. Set **Log Response events** to **Yes** to log how Enterprise Edge Attendant Console interprets events on the system.

13. Set **Log Session events** to **Yes** to log system events other than those covered by Device events and Response events.

14. Set **Log System events** to **Yes** to log events reported through Windows NT, such as general protection faults that are related to Enterprise Edge Attendant Console or Windows NT.

15. On the **Navigation Tree** click the **Enterprise Edge** heading.
    The Enterprise Edge Unified Manager screen appears.

16. On the **Logoff** menu click **Logoff**.
    A message appears that asks you to confirm your request to log off.

17. Click the **Yes** button.
    A message appears that asks you to close the browser window after you log off.

18. Click the **OK** button.

Configuring the Client component

You must set up each PC that has the Client component installed to handle calls either as a full-time main attendant, part-time main attendant, backup attendant, overflow attendant or assistant attendant.

Starting the Client component for the first time

After you configure the Server, you can start and set up the Client component.

To start the Client component for the first time:

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
   The Client component starts. The Enter Attendant Options dialog box appears the first time you start the Client component after installation.

2. In the **Attendant Extension** box type the extension number for the attendant.

3. Click the **server ID** box and type the server ID for the server you want to use.

4. Click the **OK** button.
   The Tip of the Day dialog box appears over the Enterprise Edge Attendant Console window.

5. Click the **Close** button to close the Tip of the Day window.

Starting the Client component

After you start the Client component the first time, follow this procedure to start the Client component subsequent times.

To start the Client component:

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
   The Client component starts.

Quitting the Client component

You can quit the Client component whether the Attendant Console window is visible or minimized.

To quit the Client component if the window is visible:

1. On the **File** menu click **Exit**
   or
   Click the **Close** button in the upper right corner of the Attendant Console window.

To quit the Client component if the Attendant Console window is minimized:

1. Right-click the Client component button on the taskbar.
2. Click the **Close** button.

Types of Attendant setups

You must configure each PC that has the Client component installed to handle calls either as a main attendant, overflow attendant, backup attendant or assistant attendant.

Full-time main attendant setup

The full-time main attendant is a telephone operator configuration where the Attendant Console window is always visible. You can define a number of full-time attendants. Every Client component must have the server ID and Attendant extension options configured for the Client component to function. The server ID tells the Client component where the Server component is located. The Attendant extension setting tells the Client component which Enterprise Edge telephone belongs to the attendant.

After you define the settings, incoming calls to the attendant's telephone appear as a yellow Ringing Loop button on the Attendant window. If the attendant's telephone is programmed to receive all incoming calls for the company (main attendant) the Enterprise Edge Attendant Console Client component also displays the calls.

To receive and make telephone calls, the Client component requires a telephone extension associated with this component. The extension must be a valid extension on the Enterprise Edge server and must be the telephone at the attendant's desk.

To set or change the attendant's extension:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears with the Options tab displayed.

2. At the **Attendant** option, in the **My Extension** box, type the extension number of the attendant's Enterprise Edge telephone.

Part-time main attendant setup

The part-time main attendant is an attendant that can answer incoming calls and perform additional functions on the PC, such as word processing.

The difference between the full-time main attendant setup and the part-time main attendant setup is that part-time has additional Attendant options that allow notification of incoming calls when the Client component is minimized. Refer to Full-time main attendant setup on page 22 and Setting up other Attendant features on page 26.

Backup attendant setup

A backup attendant is an attendant position that receives calls that are redirected from another attendant position. The backup attendant can also operate as a main attendant, an assistant attendant, or any combination of the attendant types.

Each Attendant PC that is set up to receive incoming calls must be set up to redirect the calls to the backup Attendant PC.

Note: Calls can be redirected to another Enterprise Edge Attendant Console attendant or any Enterprise Edge Voice extension.

If the attendant needs to leave their position, they activate the backup attendant position by clicking the Out button on the Attendant Console window. This button indicates that the attendant is not at the station diverts calls to the backup position. After the attendant clicks the Out button, they can complete the calls currently in progress on the Attendant Console window. New calls appear at the position, but also appear at the backup position. Although the attendant is out, the Client component can process calls, if required.

To set up the backup attendant:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears.

2. At the **Redirect calls to** option, in the **Extension** box, type the backup attendant's extension number.

3. To control call redirection, on the Attendant window click **Attendant** and select either **In** or **Out**.

4. Click the **OK** button.

Overflow attendant setup

An overflow attendant receives calls that are redirected from another attendant position if there are more incoming calls than Loop buttons on the other Client component. For example, if a main attendant is already handling six incoming calls, the next call is redirected to the overflow attendant until one of the main attendant's six Loop buttons is free.

If the overflow condition (all Loop buttons in use) occurs on the Attendant position, the Loop overflow indicator appears in the Attendant status bar and the overflow call is diverted to the specified overflow extension.

The overflow attendant can also operate as a main attendant, an assistant attendant or any combination of the attendant types.

If you set up an attendant PC as the overflow attendant, each attendant PC that is set up to receive incoming calls must be set up to redirect calls to the overflow attendant PC whenever overflow conditions exist. You need to activate the overflow feature at each attendant PC.

Note: Calls can be redirected to another Enterprise Edge Attendant Console attendant or any Enterprise Edge extension.

To define the overflow extension:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears.

2. At the **Redirect calls to** option, in the **Extension** box, type the overflow attendant's extension number.

3. Select **Call overflow occurs** to redirect calls when all of the main attendant's Loop buttons are busy with calls.

4. Click the **OK** button.

Assistant attendant setup

An assistant attendant provides call coverage for one or more extensions in the system. This means that you can set up the Attendant so that it monitors all incoming calls to selected extensions. Since the assistant typically uses a PC for other work, Enterprise Edge Attendant Console alerts the assistant without requiring that the Attendant window is always visible on the system.

To set up an assistant attendant:

1. Click the **Tools** menu and then click **Options**.
   The Options dialog box appears.

2. Select the **Assigned extension rings** option.
   The Call Notification dialog box appears to inform the assistant that there is an outside call for an Assigned extension.

Use the Assigned feature when an employee wants an assistant attendant, such as an administrative assistant, to answer the employee's calls.

Note: Only calls that originate from outside the Enterprise Edge server appear on the assistant attendant's window. Internal calls from an extension to an assigned extension do not appear on the assistant attendant's window.

Enable the Assistant function by copying extensions to the Assigned list on the Assigned tab of the Options dialog box.

To add or remove an assistant attendant's assigned extensions:

1. Click the **Tools** menu and then click **Options**.
   The Options dialog box appears.

2. Click the **Assigned** tab on the **Options** dialog box.

   To add an extension, click the extension you want in the **All extensions** list and click >> to copy it to the Assigned extensions list.

   To remove an extension from the Assigned extensions list, click the extension number in the **Assigned extensions** box and click <<.

3. Click the **OK** button.

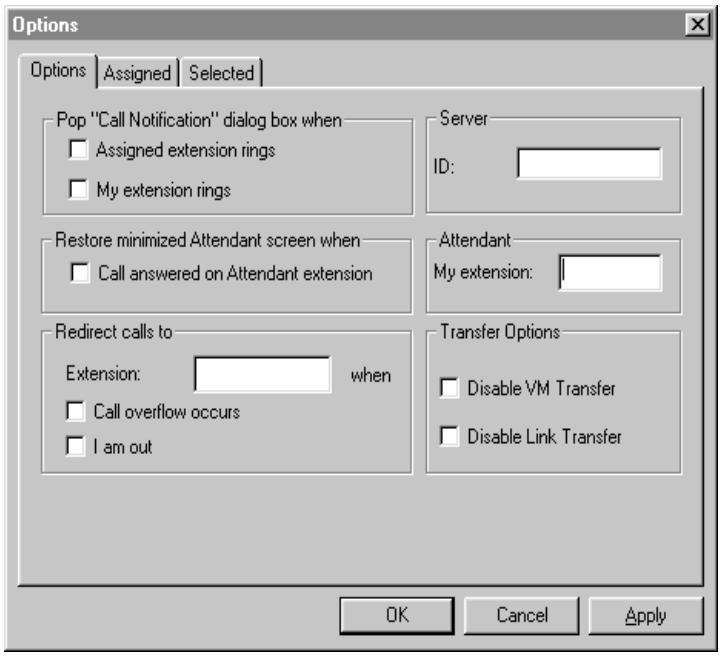
You can view assigned extensions at any time by clicking the **Assigned** tab in the **Directory** options of the Attendant Console window.

Setting up other Attendant features

You can assign Attendant features for the different setups in the Options dialog box.

To set up other Attendant features:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears with the Options tab displayed.



The Options tab contains:

Option	Description
Pop “Call Notification” dialog box when	sets the Call Notification dialog box to pop onto the screen.
Restore minimized Attendant screen when	sets whether the Attendant window is restored when a call is answered on your extension.
Redirect calls to	sets the overflow or backup attendant.
Server	displays the name of the server.
Attendant	displays the attendant’s extension. You must manually enter this during setup
Transfer Options	disables Enterprise Edge Message and/or link transfer options.

Table 1: Contents of the Options tab

Notifying the attendant of incoming calls

There are two ways an attendant can be notified of incoming calls:

- by the Call Notification dialog box. The attendant is notified of incoming calls with a Call Notification dialog box. The attendant can answer the call by clicking the Take button on the dialog box or ignore the call and let another attendant answer it.
- by a Ringing Loop button. If the window is visible (not minimized), the Call Notification dialog box does not appear. The attendant is notified of an incoming call by a Ringing Loop button.

To activate call notification:

1. At the **Pop "Call Notification" dialog box when** option, select either:

   Assigned extension rings - The attendant is notified of calls to the assigned extensions
   or
   My extension rings - The attendant is notified when their own extension has an incoming call.

   If both check boxes are clear, the attendant is not notified of calls when the window is minimized.

Automatically restoring the Attendant Console window when a call comes in

The Attendant Console window is normally minimized or under another window in a part-time attendant environment. The attendant can restore the Attendant Console window by clicking the Enterprise Edge Attendant Console button in the Windows taskbar. A quicker method is to set the Attendant Console window to restore automatically.

The Client component can automatically restore the Attendant Console window when the attendant's extension goes off-hook ("active"). This ensures the attendant can access the Attendant Console window without having to manually restore it.

To set the Attendant Console window to restore automatically:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears.

2. In the **Restore minimized Attendant screen when** option, select the **Call answered on Attendant extension** check box.

   The Attendant Console window is restored when the attendant uses the extension to make or answer a call.

Saving the Client component options

1. Click the **OK** button to save the changes you made in the Options dialog box
   or
   click the **Cancel** button if you made no changes or do not want to save the changes.
   The Attendant options are available as soon as you save the changes.

Selecting extensions

The attendant can use the Selected tab to select extensions from the directory. This is useful if the attendant wants to direct their incoming calls to a limited number of extensions.

To display a selection of extensions in the Directory list of the Attendant Console window:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears.

2. On the **Options** dialog box click the **Selected** tab.

   To add an extension, click the extension you want in the **All extensions** list and then click >> to copy it to the Selected extensions list.

   To remove an extension from the Selected extensions list, click the extension number in the **Selected extensions** list and click <<.

3. Click the **OK** button to return to the Attendant Console window.

Setting Transfer options for Enterprise Edge Voice Messaging and linking

If your Enterprise Edge server is not connected to a Centrex switch or is not connected to Enterprise Edge Voice Messaging, you can disable the Link Transfer and VM Transfer buttons on the Attendant window.

To disable the Transfer Options:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears. The Transfer Options options are in the bottom right of the dialog box.

2. Select the **Disable VM Transfer** check box to disable the VM Transfer button
   or
   select the **Disable Link Transfer** check box to disable the Link Transfer button.

If they are unavailable, the buttons appear dimmed on the Attendant window. You can re-enable the buttons by clearing the check mark from the appropriate check box.

Starting the Reports component

Although the Reports component is automatically installed with the Client component, you can start it or quit it independently.

To start the Reports component from the Client component:

1. On the **Tools** menu click **Reports**.
   The Reports component starts in a separate window.

To start the Reports component from the Start menu:

1. On the Windows taskbar click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.
   The Reports window opens.

Configuring the Reports component

The first time you start the Reports component, you must locate the server database, called **consoleservice.mdb**, on the Enterprise Edge server. The Enterprise Edge server database is in the directory named **consoleservicedb**. The entire path name is:

```
D:\Data Files\NortelNetworks\Attendant Console\consoleservice.mdb
```

Note: D: indicates the drive letter, which can vary according to the computer.

Quitting the Reports component

To quit the Reports component:

1. On the **File** menu click **Exit**
   or
   click the **Close** button in the upper right corner of the Reports window.

Networked operations

Before you install Enterprise Edge Attendant Console, set up the Enterprise Edge telephone system so that calls arrive at the appropriate extensions. You can set up Enterprise Edge Attendant Console in a variety of network situations. The following are two examples of networked operations:

Example - All incoming calls go to two or more attendants

Two or more Enterprise Edge telephones are set up so that incoming calls appear on the telephones at the same time. The first attendant to answer an incoming call connects to the caller. As soon as an attendant answers the call, the other attendants' telephones stop ringing.

The first step is to set up the attendant telephones. Install the Client component on each of the Attendant PCs and set them up as main attendants. Each incoming call appears on the Attendant window of each Attendant PC. The first attendant to answer a call connects to the caller. The answered incoming call disappears from the other attendant's windows.

Example - Incoming calls are divided between two or more attendants

The Enterprise Edge server incoming trunks are divided between two or more telephones. Each attendant extension is programmed so that a portion of the incoming calls appear at the telephone. With two attendants, for example, half the extensions ring at one attendant telephone (Attendant A) and the other extensions ring at the other attendant telephone (Attendant B).

After you set up the telephones, you can install Enterprise Edge Attendant Console. As in the previous example, you must set up the Client component as a main attendant on each of the Attendant PCs. The only difference is that in this example the overflow feature must be set at each Attendant PC. This means A's extension must be set to overflow to B's and B's must be set to overflow to A's.

Verifying Enterprise Edge Attendant Console installation

You must verify Enterprise Edge Attendant Console installation after installation and setup.

To verify that the installation is successful:

1. On the PC that has the Client component installed, click the **Attendant** taskbar button to maximize the window. If the Client component is not running, start the component.

   To start the Client component:

   On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Attendant**.

2. Press one of the intercom buttons on the attendant's Enterprise Edge telephone and check that the telephone status icon of the attendant's extension in the Full tab of the Attendant's Directory shows that the telephone is off-hook.

3. In the **Directory** list, click the **Full** tab and click the extension icon of a telephone located near the Attendant's telephone. Check that the **Target** box contains the Directory information for that extension.

4. Click the **Call** button. Check that the Attendant extension icon indicates **Off-hook**, the first Loop button indicates **Active**, and the Target extension is audibly ringing. Click the **Release** button to end the call.

5. Go to another Enterprise Edge telephone and obtain an outside line by pressing an external line button or pressing an intercom button and entering the line pool access code.

6. Simulate an incoming call by dialing the main outside telephone number of the Enterprise Edge server. On the Attendant window, check that a Loop button indicates Ringing and that the Caller ID is shown next to the Loop button.

7. Click the **Loop** button. Check that the button changes from Ringing to Active and that the attendant's extension is connected to the originating telephone. Check that the Caller Information option has Caller ID information. If Enterprise Edge server Caller ID hardware is not installed or if you do not subscribe to Caller ID services, the Caller ID Information boxes are empty.

8. In the **Name** box in the **Caller Information** option, select or type a name if none is present.

9. Click another extension in the **Directory** list and click the **Transfer** button.

10. Check that the incoming call leaves the attendant's extension and the selected extension produces an audible announcement tone. Also check that the name entered in the Name box appears on the first line of the telephone display and display buttons on the second line.

11. Press the **Talk** display button on the called extension and check that a voice connection is made to the originating telephone.

The Server component and the Client component installations are now verified. If any of the steps do not occur properly, refer to Troubleshooting the Server component on page 35 or Troubleshooting Client component installation on page 39 to check for installation errors.

If you are installing a networked model, you also need to check the Client component installation on all of the Attendant PCs.

Upgrading Enterprise Edge Attendant Console 6

You can add additional Enterprise Edge Attendant Console attendants.

Adding additional Enterprise Edge Attendant Console attendants

If you find that the call traffic is too high to be handled by your current number of attendants, your company can purchase additional Attendant licenses in increments of one to a maximum of five attendants. To register the additional Attendant licenses, refer to the *Enterprise Edge Software Keycode Installation Guide*.

Removing Enterprise Edge Attendant Console

To remove the Enterprise Edge Attendant Console Client software:

1. Quit all of the Client and Reports components.
2. On the Windows taskbar, click **Start**, point to **Settings** and click **Control Panel**.
3. Double-click the **Add/Remove Programs** icon .
4. Click **Attendant Console Client**.
5. Click the **Add/Remove** button.

The files associated with Enterprise Edge Attendant Console are removed from your computer hard drive. Repeat steps 1 through 5 on each PC that has Enterprise Edge Attendant Console installed.

Troubleshooting 7

This section contains solutions for problems that can occur when you install Enterprise Edge Attendant Console. It includes:

- Troubleshooting the Server component
- Troubleshooting the Client component installation
- Troubleshooting the Reports component installation

Troubleshooting the Server component

This section contains solutions to problems that can occur when you install or run the Server component.

If problems occur on the Server component, log the Server activity and examine the log for error messages. For information on how to set logging options, see Setting Logging options on page 19.

Logging Server component activity

The Server component window lets you choose optional functions of the Server component. These functions can help diagnose Server component problems. They are:

- Saving the server log file to disk
- Changing the level of logging information displayed

For information on changing these options, see Setting Logging options on page 19.

Saving the server log file

If you activate the Log to file command, the server log file is saved as in the server directory as a file named ConsoleServer.log.

Note: If you save the Server log file, the ConsoleServer.log file continues to grow and take up disk space. Make sure you turn this feature off when you are finished troubleshooting the Server component.

For information on changing these settings, see Setting Logging options on page 19.

Changing the amount of logging information displayed

You can change the level of amount of the logging information that you display. For information on changing the level of logging information, see Setting Logging options on page 19.

Server log error messages

Examine the list of messages on the left side of the Enterprise Edge Attendant Console server window for information about the problem and compare the message to the list below. Examine whether there is a problem with the database.

Error message / Log message	Meaning / Action required
Calloc failed in put_tcpip_packet	Memory allocation failed. RESTART Server.
Camp Call on Ext - Ext\n, RetCodeText	Error on last operation. Refer to Retcode messages on page 38.
Cannot close Console Server, until completely started	Trying to close Server during initialization. Wait until start is completed before closing.
Cannot listen for connections	Unrecoverable error. Restart Server.
Cannot open blocked CLID db file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Cannot open COS array file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Enterprise Edge Attendant Console Application connection closed, extension	Client component for ext has closed.
Enterprise Edge Attendant Console Application connection opened, extension -	Client component for ext has started.
ConsoleServer.ini file not found in Windows directory	Server cannot find needed file.
Could not register server with CTE	CTE not set up correctly. Check installation and restart Server.
Destination Station too busy	LCD display on telephone already in use by Server. Transfer call to Enterprise Edge Message.
Do_tcpip_state_send appears broken	TCP/IP stack corrupted. Restart Server.
Error allocating Lines	Server unable to monitor Lines. Check for installation errors.
Ext not in transfer query mode	Target extension for function in wrong mode. Retry operation after checking extension.
Incompatible CTE Version found - %s, expecting compatibility version (last digit) %c",less,CTE_compatibility)	Re-install Server component after removing CTE program from system.
Intercom Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Internal Dial - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Invalid Assistant Extension - Ext,	Specify a valid/operational extension.

Table 2: Server component error messages

Error message / Log message	Meaning / Action required
Invalid Backup Attendant extension	Specify a valid/operational extension.
Invalid Console Version	Install Client and Server at same version.
Invalid Extension set in Console	Specify a valid/operational extension.
Invalid transfer destination	Specify a valid/operational extension.
Join Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Link - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
No Active Call	Function requested requires an active call.
No B2 Channels found, possible error	Installation error. Review Enterprise Edge setup.
No Lines monitored, cannot operate	Check installation and restart Server.
No Stations monitored, cannot operate,	Check installation and restart Server.
Outside Dial - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Outside Dial - Invalid line prefix code	Check installation and retry.
Overflow Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Page acquire - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Page release - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Park Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Pick up trunk - invalid line - ID,	Check installation and retry.
Pick up trunk - No calls on Line ID	Caller may have just hung up.
Query Station Status never returned	Check status of Station.
Retrieve Parked Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Startup failure Server cannot operate	Check installation and restart Server.
Transfer Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Transfer Call to Voice Mail - Ext\n, RetCodeText	Error performing call. Refer to Retcode messages on page 38.
Trunk Call, hold - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 38.

Table 2: Server component error messages

RetCode message	Meaning / Action required
ME_ALREADY_ACTIVE	The device is in the process of being monitored.
ME_ALREADY_MONITORED	The device is already monitored.
ME_BAD_DN	Either pDeviceName contains invalid characters, or the device does not exist.
ME_BAD_PARAMETER	An invalid parameter is passed to the API.
ME_COMMAND_FAILED	The reason Enterprise Edge has provided for the failure is not recognized by CTE.
ME_DEVICE_NOT_RESPONDING	A system time-out occurred.
ME_INVALID_DEVID	The supplied device Id is not valid.
ME_NO_AVAIL_DEVID	No additional devices can be monitored.
ME_NO_FREE_INTERCOMS	No button is available to initiate the page on.
ME_NO_INTERCOM_AVAILABLE	No intercom keys available.
ME_NO_STATE_MEMORY	There are too many outstanding monitor requests (the default maximum is 4 outstanding requests).
ME_NOT_ACQUIRED	CTE is not involved in a session with deviceId.
ME_PAGE_DENIED	Paging is disabled through the Enterprise Edge Server admin for deviceId.
ME_PAGING_BUSY	A page is already being made in the specified page Zone.
ME_QUERY_FAILED	The request for line pool information failed.
ME_SESSION_SUSPENDED	CTE cannot execute this command while the session is suspended.
ME_TIMEOUT	A system time-out occurred while querying line pool information.

Table 3: Retcode messages

Troubleshooting Client component installation

This section describes solutions to problems that can occur when you install the Client component.

Example - Socket Error on Client component start

Initial Action

The Client component displays a Socket Error message when starting the component.

Response

TCP/IP address is not specified on a stand-alone system or TCP/IP is not installed in the Windows operating system. Install TCP/IP and restart the Client component.

Example - Client component verification procedure does not work

Initial Action

The Client component installation is complete but some of the verification procedures do not work.

Response

Check the Enterprise Edge Attendant Console Server window to see that the Status of Server Program indicates Running. Check for LAN connectivity between the Enterprise Edge server and the Attendant PC through the use of Network Neighborhood. Check the Enterprise Edge server installation to ensure that extensions are defined correctly.

Example - Enterprise Edge Message extension not working

Initial Action

The Enterprise Edge Message extension cannot be dialed from the Attendant window.

Response

To access the Enterprise Edge Message system, click the **VM Transfer** button and enter your mailbox number.

Error Message / Log Message	Meaning / Action Required
A target is required	Check contents of Target box for validity.
Cannot transfer a call to self	Target field equals the Attendant extension.
Invalid Attendant Extension, Attendant Extension not changed	The Attendant extension entered is invalid. Choose a valid extension.
No Active call on Attendant	No Loop button is in the Active state. Make Loop active and retry.
Not all the search results could be displayed, because there were too many matches. Please use a more restrictive search	Edit Employee or Caller function: Find argument is too broad. Restrict argument and retry.
Not enough licenses available on Server	All Attendant licenses on the server are used. Check that you are attached to the correct server.
Please close the Enterprise Edge Attendant Console application and reopen it to log in to the new server	Shutdown the Client component and restart.
Server Message: Answer Offered Call ME_DEVICE_NOT_RESPONDING	The telephone is busy configuring Enterprise Edge.
Socket Initialization Error	TCP/IP or network problem. Restart the Client and retry.
The Enterprise Edge Attendant Console application could not open ""att.dir"" file	Re-install the Client component.
The Reports package could not be found	Re-install the Client component.
The server did not respond. Please try again	The Server component did not respond to the last operation Client request. Check that the server is running.
The system is low on available memory	Some functions may not perform properly.
The target must be an extension	For this operation the Target MUST be a valid extension.
Version/Release does not match server	Check that the server ID is the correct one. If it is, install the matching version of the Client.

Table 4: Client component error messages

Logging Attendant activity

You can create an Attendant log file that lets you examine the Attendant log for problems at any Attendant PC.

To create an Attendant log:

1. On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**.
   A check mark appears beside the Log to file command. The Attendant log file is now saved on the disk.

To stop saving the Attendant log file to disk:

1. On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**.
   The check mark is cleared and the Attendant activity for the PC is no longer saved.

Troubleshooting the Reports component

This section describes solutions to problems that can occur while you install the Reports component.

Example - Reports window does not open

Initial Action

The Enterprise Edge Attendant Console Reports window does not open when you click Reports from the Tools menu in the Attendant Console window.

Response

Check that you can open the Reports component from the Start button on the Windows taskbar:

1. Click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.

Error message / Log message	Meaning / Action required
The date string which was entered could not be processed!	The date or the format of the date is not valid. This error occurs if you enter invalid data in either the To or From date boxes. Examples of valid date formats include: 10/24/73 (assumes 1973) 10/24/1973 October 24, 1973 24 October 1973
An invalid date range was specified. The “To” date must be a date which occurs later than the “From” date. The previous valid date has been reset.	This error occurs if: • The From date is set and a To date earlier than the From date is entered. • The To date is set and a From date later than the To date is entered. If this error occurs, the incorrect date is not changed. Both the date and edit box are reset to the last valid value (which is blank if the box has been set to blank).
Reports could not connect to the chosen database.	This error occurs if the Reports component fails to create a DAO record set from the database selected. This can be because: • The file is not found. • The file cannot be locked because it is in a write protected area. • The file is not readable for some other reason. This error can also result if DAO is not properly installed.

Table 5: Reports component error messages

Error message / Log message	Meaning / Action required
The Reports component was unable to generate the listing from the database specified.	Make sure that the database selected is created by the server. This error occurs if a user tries to use the Employee or Customer directories after connecting to a database that is not a Enterprise Edge Attendant Console database. The error is usually preceded by a message from the Microsoft Jet database engine that says: “The Microsoft Jet database engine cannot find the input table or query ‘People’. Make sure that it exists and that its name is spelled correctly.”
The animation file used to indicate that a report is running could not be found. It might be missing or corrupted. As a consequence, no animation plays while the reports are running.	This error occurs during Reports start if the “run.avi” file is not found in the Reports path. Check that the file is installed correctly and is not deleted. The component runs, but the animation does not play while generating reports.
The maximum number of selections allowed in any single category is 100. Limit your selections or cancel the selection and choose the All option.	The maximum number of selections from the Customers or Employee categories is 100 each. Trying to click OK from a directory dialog box with more than 100 selections causes this error and returns the user to the directory dialog box, from which they must reduce the number of selections.
The report could not find the necessary data in the specified database. Make sure the specified database is a valid system database:	This error occurs if a report is run, but the database selected is not a valid Enterprise Edge Attendant Console database. The colon is followed by a new line on which a more specific error message from the Crystal Reports Engine is displayed. This message is usually “Unable to connect: incorrect table location”.
Reports could not find the needed report (.rpt) file. Make sure all the “.rpt” files are installed correctly.	This occurs when generating a report, if the appropriate “.rpt” file is not found in the Reports directory. Either the file is deleted, moved, not installed correctly or corrupted. When corrupted the Crystal Engine can no longer recognize it as a.rpt file even though the name indicates it is.
The report file has somehow become corrupted. The following statement in English is more detailed information useful for troubleshooting.	This error occurs if the needed “.rpt” file is found but does not contain the correct parameters or information. The Extension Directory Report (using ExtDir.rpt) does not produce this error because it does not require any parameters. The “statement which follows” part occurs on the next line and is a message from the Crystal Reports Engine. The message is most often “No Error”.

Table 5: Reports component error messages

Error message / Log message	Meaning / Action required
Reports could not draw the desired report to the window. This could be caused by a lack of windows resources or a missing engine component. Please close other applications that are running and try again. Also make sure that no needed DLL's have been deleted.	This error occurs if, during the generation of the report, the Crystal Reports Engine cannot complete the report and display it. The two main causes are, in order of most common first: 1. A required DLL is missing or not installed correctly (99% of the time). 2. Windows is low on GUI resources.
Reports could not lock the database. In order to lock the database, the database cannot be in a read-only location. Please make sure that the database is not in a read-only folder or drive and try again.	This error occurs if the database reported on is in a read-only location on a shared drive and one of the directory buttons is used.

Table 5: Reports component error messages

External Errors

The DAO, MSJet[1], and Crystal Reports[2] DLLs sometimes post error messages to the screen when errors occur. These error messages are always followed by one of the above error messages.

1. DAO and MSJet are trademarks of Microsoft Corporation.
2. Crystal Reports is a trademark of Seagate Information Management Group Inc.

Glossary

Assistant attendant

The assistant attendant provides call coverage for one or more extensions connected to the Enterprise Edge server via the LAN.

Attendant PC

A personal computer used to run the Enterprise Edge Attendant Console Client component. The Attendant PC must be connected to an Enterprise Edge server.

Backup attendant

The backup attendant receives calls if the main attendant is not available to answer calls. The main attendant uses the Out button on the Attendant Console window to indicate they are not available.

Caller ID

A service available from the telephone company that displays the caller's telephone number and in some cases the caller's name on the display of a telephone. If your company subscribes to Caller ID and has Enterprise Edge Attendant Console installed, the Attendant Console window displays the caller's name and telephone number.

CTE

Computer Telephony Engine.

Enterprise Edge Attendant Console

Enterprise Edge Attendant Console is a Windows-based software application that provides call management and call activity reporting capability to a business.

LAN

Local Area Network. A group of computers connected together to access information and services in a common environment.

Main attendant

The telephone attendant who is primarily responsible for managing a company's incoming calls.

Networked model

A way of configuring Enterprise Edge Attendant Console so that one or more Client components are connected to the Enterprise Edge server through a LAN.

Overflow attendant

The overflow attendant handles excess calls if the main attendant receives more calls than can be handled by an Attendant window.

Server ID

The TCP/IP host name of an Enterprise Edge Attendant Console PC.

Server component

Part of the Enterprise Edge Attendant Console software. The Server component communicates with one or more Client components.

Service

The ability of a Windows NT machine to start a process, usually automated, when the machine is started.

Taskbar

The area on the bottom of the desktop that contains the Enterprise Edge Attendant Console taskbar buttons.

TCP/IP

Transmission Control Protocol/Internet Protocol. The protocol used by Enterprise Edge Attendant Console to communicate between the Server component and the Client components. The industry standard protocol for communication between computers.

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